



October 25, 2005

BY ELECTRONIC FILING

Ms. Marlene Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: *Subscriber Acknowledgement Report October 25, 2005,
WC Docket Nos. 04-36, 05-196*

Dear Ms. Dortch:

Phonom LLC ("Phonom") submits this Report in response to the September 27, 2005 Public Notice ("the Public Notice") in the dockets listed above.

- As previously reported, Phonom has notified each customer about the limitations of its E911 service when it began offering service in January 2004. In addition, since the Commission's July 26, 2005 Public Notice, Phonom has taken the following actions:
 - completed sending warning stickers to 100% of its subscribers;
 - sent written notice by U.S. mail to 100% of its subscribers;
 - sent written notice by electronic mail to 100% of its subscribers; and
 - sought to contact, through direct outbound telephone calls, all residential customers who did not provide affirmative acknowledgement.
- In response to these efforts, Phonom has received affirmative acknowledgement from approximately 69% of its business customers and approximately 81% of its residential customers.
- Business customers simply did not respond as expected to the written notices that Phonom distributed. Therefore, Phonom has begun seeking to contact all remaining business customers by telephone, through its business care representatives. Residential customers also did not respond as expected, and some residential customers responded to telephone contact by requesting a written notice, even though Phonom had already sent a written notice. Therefore, Phonom has distributed another written notice, in the form of a postcard. Phonom is also continuing efforts to contact residential customers through direct, outbound telephone calls to individual customers.

Please contact me at 757.248.4160 or sp Perkins@cavtel.com if you have any questions regarding this Report.

Sincerely,

A handwritten signature in blue ink, appearing to read "Stephen T. Perkins".

Stephen T. Perkins
Counsel

cc: Mr. Byron McCoy (byron.mccoy@fcc.gov)
Ms. Kathy Berthot (kathy.berthot@fcc.gov)
Ms. Janice Myles (janice.myles@fcc.gov)
Best Copy and Printing, Inc. (fcc@bcpiweb.com)